ElderSource (Area Agency on Aging)
Board of Directors
Ad Hoc IT Committee Conference call
April 15, 2021, at 10:00 AM

Minutes

Present: **Absent:**
Elizabeth Gunn   Joseph Zimmerman- Exc
Dr. Vanessa Jones- Briscoe
Dr. Lauri Wright
Grady Williams

Staff:
Linda Levin, Chief Executive Officer
James Lee, Chief Financial Officer
Tameka G. Holly, Chief Operations Officer
Jessica Del Rio, Executive Administrative Assistant

Call to Order:
Elizabeth Gunn opened the meeting of the Ad Hoc IT Committee at 10:05 AM.

IT Company Bid
Linda Levin noted that our contract with our current IT company is coming to an end in October of 2021, and staff feel it is time to do a new bid.

Tameka stated that we are looking for a company to transform us to a cloud server and one physical server as well as to assist us with going paperless as we move to a hybrid office model.

Tameka reviewed some of the concerns we have been having with our current IT company including receiving additional fees for almost anything we needed assist assistance. Our contract with our current company should be all-inclusive, and should only have to pay extra for certain projects. We have also had a slow response in computer repairs and not completing job duties completely.

Tameka G Holly reviewed the IT company request for proposal (RFP) document with the Committee. Committee members received copies of the IT company RFP before the meeting via email.

Tameka reviewed the following service requirements of the IT company:

- Technical support
- Remote backup
- Business continuity and Disaster recovery
- Technology strategy planning
- Solution design
- Network, server, and email system monitoring
- Email System Management
- Antivirus, AntiSpam & Antispyware Protection
- On-Site Support

- Network support
- Security Systems monitoring
- Procurement management
- Vendor management
- Move, Add, Change (MAC).
- Warranty, break fixes and installation
- Technical support
- Reporting and communication
- IT policy review and development
- Unit evaluation and testing
- Implementation planning and guidance
- Configuration
- PC deployment
- On-site implementation of business applications
- Warranty and Asset inventory management
- Desktop and Laptop Support
- Printers, Copiers and Scanners
- Desktop Software Standardization and Software Licensing and Upgrades
- Life cycle management of hardware units
- Software licensing control .
- Hosting.
- Onboarding and Offboarding Staff.
- Compliance
- Scalability
- Multi-Factor Authentication (MFA)
- End-User Security Awareness Training
- Vulnerability Testing
- Managed SOC-as-a-Service
- Special Projects

Tameka recommended starting our new contract one month before our old contract ends to have a smooth transition between IT companies.

Dr. Lauri Wright recommended having a clause in the contract that if there is a quality issue we are allowed to break the contract.

The Committee recommended that we shorten the length of the contract due to technology changes through the years with an option to renew after three years. Committee members were asked to share any ITcontracts their companies may have.

Motion
Elizabeth Gunn moved to approve the IT company RFP as presented. Dr. Lauri Wright seconded the motion. Motion carried without opposition.

Adjournment:
Having no further business, the meeting adjourned at 10:45 PM.

Ms. Jessica Del Rio, ElderSource Executive Administrative Assistant, prepared the minutes.